

## MEMORANDUM

TO: **R.J. Blair, Neighborhood Coordinator**

FROM: **Tracy Dean, Senior Management Analyst** *Tracy*

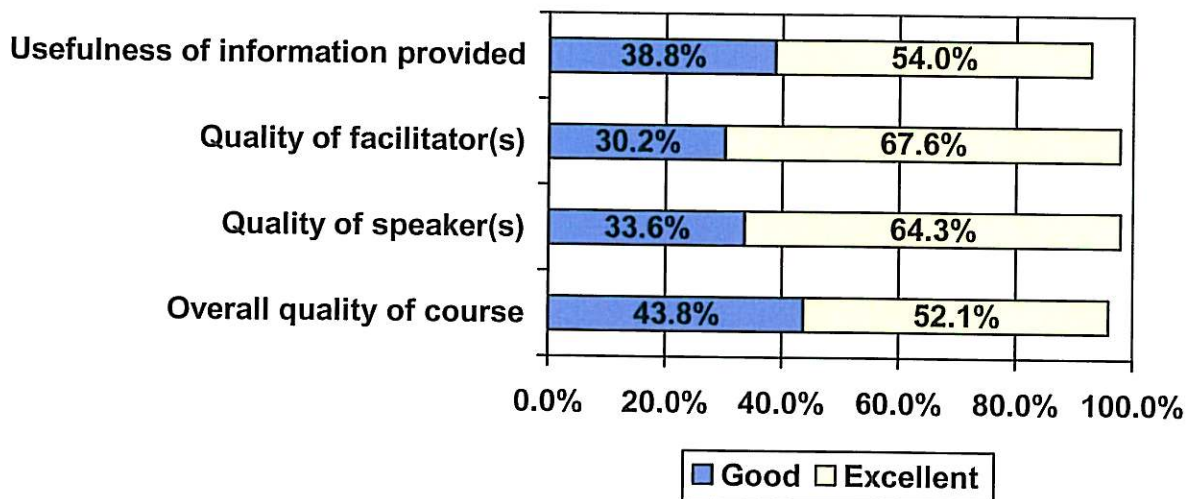
SUBJECT: **Arlington Neighborhood Academy 2007 – Leadership Track Survey Results**

DATE: **March 14, 2007**

Class evaluations were distributed at the end of each of the four classes during the Leadership Track of the 2007 Arlington Neighborhood Academy. There were a total of 146 responses received: 46 for Course 1 – The Big Picture, 43 for Using Grants to Build Fiscal Capacity, 29 for Non-Profit Status Part I, and 28 for Non-Profit Status Part II.

### SATISFACTION RATINGS

Satisfaction ratings are based on a four-point scale. The graph below shows good and excellent ratings for each of the questions.



### OPEN-ENDED QUESTIONS

Participants were asked what they liked best about the course and these answers varied according to the course. The most common responses for each course are below.

#### ***The Big Picture***

- Introductions by participants and their concerns in their neighborhoods
- Sharing of thoughts and ideas among participants

- Meeting other people with the same concerns

### ***Using Grants to Build Fiscal Capacity***

- Tables were provided
- Information that was provided
- Presentation by Parks' representative, Matt Young

### ***Non-Profit Status Part I***

- Presentation by the CPA
- Examples and information on acquiring 501(c)(3) status
- Food provided

### ***Non-Profit Status Part II***

- Example of an actual proposal
- Sharing of thoughts and ideas among participants

Participants were also asked what they liked least about the courses. There were also a wide variety of responses to this question. The main concern, or thing that participants liked least during the first course, The Big Picture, was the lack of tables. However, this was corrected in the other sessions. Most of the other concerns during this session were regarding the comfort of the room. During the second session, Using Grants to Build Fiscal Capacity, participants had difficulty hearing questions from participants. They also were concerned with the complexity of the information and wanted the information provided on paper. The main concern in the third session, Non-Profit Status Part I, was also regarding the complexity of the process being discussed. There were also complaints about negative comments from some participants. In the fourth session, Non-Profit Status Part II, the only recurring comment was that the course was not long enough and participants would have liked information in writing to take home.

When asked what they would like to see offered in future courses, there were 63 suggestions. Recommended courses included having speakers from Arlington companies such as General Motors, UTA, and Arlington Hospital. Other suggestions were success stories from other associations, more information on 501(c)(3), how to bring the community together, and how to communicate with diverse populations in the neighborhood.

There were 86 responses when asked for the one thing that participants learned that they could share with their neighbors or neighborhood organizations. A common theme was information on accessing grants and becoming a 501(c)(3) organization. Other responses included:

- Funds and services are available to assist neighborhood groups succeed.
- Processes are difficult, but worthwhile.
- Community involvement and commitment are important to organizing neighborhoods.

Overall, participants were extremely positive about the program as evidenced by satisfaction ratings all in the 90<sup>th</sup> percentile. From participants' comments, it is apparent that they were

given the tools they need to be successful. However, they appeared to be somewhat overwhelmed in some cases, but invigorated in other cases.